

Privacy Notice

Saia Inc., and our affiliates (“Saia”, “we”, and “us”) provides shipping and logistics to customers throughout the United States, Canada, Mexico, and limited international Locations. This Privacy Notice (“Privacy Notice”) describes how we collect, use, and disclose information about visitors and users of our websites (each a “Site,” or collectively, “our Sites”), online features, products, and services that link to this Privacy Notice, and in connection with recruitment and pre-employment activities. This Privacy Notice also applies to Personal Information (defined below) that we collect via offline means, such as during interactions with our corporate suppliers and customers, via trade shows or other offline interactions, where applicable. Our privacy practices with respect to Personal Information about our employees and contractors, past and present, are addressed through other internal company policies and procedures, and are outside the scope of this Privacy Notice.

For the purposes of this Privacy Notice, Saia is the controller (i.e., responsible party) for the Personal Information addressed in this Privacy Notice. In limited situations, we may administer services on behalf of our customers and other third parties. In those instances, Saia may act as a processor or service provider to such organizations, and you should review the Privacy Notice of such third parties with whom you are dealing directly, as they will be responsible for the handling of your Personal Information.

You can access specific topics in this Privacy Notice by clicking on the relevant links below:

- Types of Personal Information We Collect**
- Collection of Personal Information**
- Use and Processing Of Personal Information**
- Disclosure of Personal Information**
- Cookies and Similar Tracking Technologies**
- Your Rights and Choices**
- How We Protect Personal Information**
- How Long Do We Keep Your Personal Information**
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TYPES OF PERSONAL INFORMATION WE COLLECT

We provide shipping and logistics for businesses. In that capacity we receive Personal Information from our clients and process that information on behalf of our clients. In other situations, we receive Personal Information for our own use. “Personal Information” generally refers to any information that can be linked to an identified or identifiable person. The following provides examples of the type of information that we collect, or have collected in the preceding 12 months, and how we use that information.

Context	Types of Data	Primary Purpose for Collection and Use of Data
Account Registration	We collect the personal identifier such as name and contact information, as well as login credentials of our clients and their employees who register an account with us.	We have an interest in providing account relating functionalities to our clients. We use this information to contact our clients and communicate with them concerning normal business

Context	Types of Data	Primary Purpose for Collection and Use of Data
		administration such as projects, services, and billing.
Customer Relationship Management/Service Use History	We provide shipping and logistics for businesses. When you or your organization obtains services from us, we collect certain personal identifiers such as name, email address, telephone number, and professional contact information. In some instances, we may collect certain background or screening information to the extent needed and in accordance with applicable law.	We use this information in providing products and services to our customers and performing our contract with your organization, and to administer and maintain our relationship with your organization. When we receive Personal Information from one of our clients in order to carry out a project or a service we process that information on their behalf. When we act in this capacity, our client determines the purpose for which the information was collected and how we should use it.
Supplier Relationship Management	We collect certain personal identifiers such as name, email address, telephone number, and title when you or your organization provides us with certain products or services. In some instances, we may collect certain background or screening information to the extent needed and in accordance with applicable law.	We use this information for administering our relationship with our suppliers and performing our contract with your organization.
Cookies and First Party Tracking	In connection with our use of cookies and similar technologies, we collect device identifiers, IP address, or similar unique identifiers. For more information relating to the use of such tools, review our “Cookie and Similar Tracking Technologies” section below.	We use this information to make our website operate efficiently.
Email Interconnectivity	If you receive email from us, we use certain tools to capture internet or other network activity data related to when you open or interact with our messages.	We use this information to understand how you interact with our communications to you.
Feedback/Support	If you provide us feedback or contact us for support we will collect your personal identifiers such as name and e-mail address, as well as any other content that you send to us, in order to reply.	We use this information to receive, and act upon, your feedback or issues.
Mailing List	When you sign up for one of our mailing lists we collect your email address or postal address.	We use this information to provide information about our products and services with individuals that consent to receive such information.

Context	Types of Data	Primary Purpose for Collection and Use of Data
Online Registration	We collect your name and contact information when you create an online account. We also collect information relating to the actions that you perform while logged into your account.	We use this information in providing account related functionalities to our users.
Surveys	When you participate in a survey we collect information that you provide through the survey. If the survey is provided by a third party service provider, the third party's Privacy Notice applies to the collection, use, and disclosure of your information.	We use this information to understand your opinions, and collecting information relevant to our organization.
Web logs	We collect device identifiers such as your browser type, operating system, IP, domain name, click-activity, referring website, and/or a date/time stamp for visitors.	We use this information to monitor our networks and the visitors to our websites.
Applicant Information	For visitors who apply for employment through third-party websites, we may collect information about you, such as your personal identifiers and demographic information such as name, location, prior employment history, references, and/or curriculum vitae.	We use this information to consider applicants for employment, manage on-boarding procedures, administer and improve our recruitment processes, and to comply with our obligations and rights, and those of the applicants, in the fields of employment and social security.
Applicant Sensitive (special) Personal Information	Where permitted and in accordance with applicable law, we may collect special categories of data such as your social security number, driver's license number, racial or ethnic origin, health and medical information (including where required, drug screening results), sexual orientation, and/or criminal history.	We use this information to evaluate Saia's progress in achieving its diversity hiring goals, to ensure equal opportunity monitoring and reporting, to meet legal obligations, including providing workforce accommodations and for disability and workplace safety tracking administration. In many instances, the provision of the Applicant Sensitive (special) Personal Information is voluntary. We will let you know when that is the case, and if you decide not to share these with us, not doing so will not impact your application.

COLLECTION OF PERSONAL INFORMATION

In addition to the information that we collect from you directly, or from our clients, we may also receive information about you from other sources, including third parties, business partners, our affiliates, or publicly available sources. For example, if you submit a job application, or become an employee, we may

conduct a background check. If you give us the Personal Information of another person, such as your professional references, we assume you have their permission to share their information with us.

USE AND PROCESSING OF PERSONAL INFORMATION

In addition to the purposes and uses described above, we use information in the following ways:

- To identify you when you visit our websites.
- To provide products and services.
- To improve our services and product offerings.
- To streamline the shipment process.
- To conduct analytics.
- To respond to inquiries related to support, employment opportunities, or other requests.
- To send marketing and promotional materials, including information relating to our products, services, or promotions.
- To administer, maintain, evaluate, and improve our websites, and services, and to develop new products and services.
- To conduct research and analytics related to our websites and services, including combining any or all of the information that we collect or obtain.
- For internal administrative purposes, to manage our business operations, to perform our obligations and exercise our rights under any agreement that you or your organization has with us.
- To comply with applicable laws, legal obligations, and/or protect our legal interests and rights.
- To detect, investigate, prevent, or take action regarding possible malicious, deceptive, fraudulent, or illegal activity, including fraudulent transactions, attempts to manipulate or violate our policies, procedures, and terms and conditions, security incidents, and harm to the rights, property, or safety of Saia and our customers, employees, or others.

Although the sections above describe our primary purpose in collecting your information, in many situations we have more than one purpose. For example, if you retain us to provide shipping services we may collect your information to perform our contract with you, but we also collect your information because we have a legitimate interest in understanding who our clients are and what services we perform on their behalf.

DISCLOSURE OF PERSONAL INFORMATION

Saia may disclose, and may have disclosed in the preceding 12 months, all categories of Personal Information described above to the following parties for the purposes identified within this Privacy Notice:

1. **Affiliates and Acquisitions.** We may disclose information to our corporate affiliates (e.g., parent company, sister companies, subsidiaries, joint ventures, or other companies under common control). If another company acquires, or anticipates acquiring, our company, business, or our assets, we will also disclose information to that company.
2. **Other Disclosures with Your Consent.** We may disclose your Personal Information with your consent to unaffiliated third parties who are not described elsewhere in this Privacy Notice.
3. **Other Disclosures without Your Consent.** We may disclose information in response to subpoenas, warrants, or court orders, or in connection with any legal process, or to comply with relevant laws. We may also disclose your information in order to establish or exercise our rights, to defend against a legal claim, to investigate, prevent, or take action regarding possible illegal activities,

suspected fraud, safety of person or property, or a violation of our policies, or to comply with your request for the provision of services by a third party intermediary.

4. **Public.** Some of our websites may provide the opportunity to post comments, or reviews, on a message board or in a public forum. If you decide to submit information on these pages, that information may be publically available.
5. **Service Providers.** We may disclose your information to service providers. Among other things service providers may help us to administer our website, conduct surveys, provide technical support, process payments, and assist in the fulfillment of orders.
6. **De-identified Personal Information.** We may disclose or use aggregated or de-identified data for any lawful purpose. De identified information is generally not considered to be Personal Information under applicable laws.

COOKIES AND SIMILAR TRACKING TECHNOLOGIES

Every time you come to the website, our website’s web server automatically collects information, including, in some instances, Personal Information, through cookies, web beacons, and other similar tracking technologies (collectively “cookies”). Cookies are small text files that are placed on your computer or mobile device when you visit a website. Cookies help the website remember information about your visit, which can make it easier to visit the website again and make the website more useful to you. Some cookies are deleted once you close your browser (session cookies), while other cookies are retained even after you close your browser so that you can be recognized when you return to a website (persistent cookies). More information about cookies and how they work is available at www.allaboutcookies.org.

Cookies on our website are generally divided into the following categories:

Cookie Type	Description
Essential Cookies	These are cookies that our website needs in order to function and that enable you to move around and use the website and features. Without these essential cookies, the website will not perform as smoothly for you as we would like it to, and we may not be able to provide the website or certain services or features you request. Examples of where these cookies are used include: to determine when you are signed in, to determine when your account has been inactive, and for other troubleshooting and security purposes.
Analytics Cookies	Analytics cookies provide us with information regarding how visitors navigate and interact with our website. Such cookies allow us to understand, for example, more about how many visitors we have to our website, how many times they visit us and how many times a user viewed specific pages within our Site. Among other Analytics cookies, we use Google Analytics cookies for these purposes. For more information about Google Analytics, please refer to “How Google Uses Information From Sites or Apps that Use Our Services,” which can be found at www.google.com/policies/privacy/partners/ , or any other URL Google may provide from time to time.

We may use the information collected through cookies and related tracking technologies for the following purposes:

- To make our website easier to use and generally improve its performance.

- To gather metrics about how you interact with our website.
- For security reasons.
- To provide personalized content. For example, we may store user preferences, your default language, device and browser information, and your profile information, which includes the level of your usage of the website so we can identify you across devices and personalize the content you see.

Most web browsers automatically accept cookies, but you can usually change your browser settings to prevent this. If you disable cookies, your ability to use some features of the website may be limited. For mobile devices, you may be able to manage certain cookies using your built-in mobile device settings and controls. Any choices concerning cookies are browser and/or device specific. If you clear your cookies from your browser on any of your devices, your choices will need to be reset. You should check how to do this on your device(s) and operating systems.

Some cookie providers may also offer opportunities to control your preferences. To learn how to opt-out of Google Analytics, an Analytics cookie, please visit <https://tools.google.com/dlpage/gaoptout>.

YOUR RIGHTS AND CHOICES

You may have certain rights regarding your Personal Information. The rights available to you depend on our reason for processing your Personal Information and the requirements of applicable law (i.e., your rights will vary depending on whether you are located in, for example, California). Specifically, you may have the following rights:

- 1. Access to Your Personal Information.** You have the right to request access to the Personal Information we hold about you, along with other information such as the purposes of the processing, the recipients or categories of recipients to whom the Personal Information has been or will be disclosed, the sources of the Personal Information, retention, and transfers of Personal Information.
- 2. Deletion of Your Personal Information.** You have the right to request that we delete your Personal Information. If required by law we will grant a request to delete information, but you should note that in many situations we must keep your Personal Information to comply with our legal obligations, resolve disputes, enforce our agreements, or for another one of our business purposes.
- 3. Correction (Rectification):** You have the right to request correction/rectification of inaccurate Personal Information we have about you. Depending on the purposes of the processing, you may have the right to have incomplete Personal Information completed, including by means of providing a supplementary statement.
- 4. Automated Processing:** Under certain circumstances, you have the right to object to a significant decision based solely on automated processing (i.e., without human intervention) unless that decision is required or authorized by law
- 5. Do Not Track and Commercially Recognized Opt Out Preference Signals.** Some web browsers incorporate a "Do Not Track" or similar feature that signals to websites that a visitor does not want to have his/her online activity and behavior tracked. We do not use behavioral advertising cookies on our website to collection personal information about you. For that reason, we do not respond to "Do Not Track" settings or other related mechanisms, such as opt-out preference signals, at this time.

- 6. Promotional Emails.** We may send free newsletters, surveys, offers, and other promotional materials to you. You can stop receiving promotional emails by following the unsubscribe instructions in e-mails that you receive. If you decide not to receive promotional emails, we may still send you service related communications.
- 7. Ground Mailings.** If at any time you do not want to receive offers and/or circulars from us you can remove yourself from our mailing lists by emailing us (our contact information is below) with “NO GROUND MAIL” in the subject line along with your name, and address. Please note that our mailings are prepared in advance of their being sent. Although we will remove your name from our mailing list after receiving your request, you may still receive mailings from us that had been initiated prior to your name being removed.
- 8. Do Not Sell or Share My Personal Information:** We do not and have not in the preceding 12 months, “sold” or “shared” (in this context, share means use of your Personal Information for cross-contextual behavioral advertising) your Personal Information.
- 9. Right of Non-Discrimination/Retaliation:** We do not discriminate against individuals who exercise any of their rights described in this Privacy Notice, nor do we retaliate against individuals who exercise these rights.
- 10. Restriction of processing of Sensitive Personal Information:** You have the right to request the restriction of processing of your sensitive personal information. Where applicable, the respective sensitive personal information will be marked accordingly and may only be processed by us for certain purposes. At the current time, however, we do not use or disclose sensitive personal information for purposes other than those expressed in this Policy or otherwise permitted by applicable law, and these uses cannot be limited under California law.

Please note that many of the above rights are subject to exceptions and limitations. Your rights and our responses will vary based on the circumstances of the request. If you choose to assert any of these rights under applicable law, we will respond within the time period prescribed by such law.

In the State of California, a person authorized to act on your behalf may make a verifiable request related to your Personal Information. If you designate an authorized person to submit requests to exercise certain privacy rights on your behalf, we will require verification that you provided the authorized agent permission to make a request on your behalf. In any circumstance, your request must: (i) provide sufficient information that allows us to reasonably verify that you are the person about whom we collected Personal Information or an authorized representative of that person; and (ii) describe the request with sufficient detail that allows us to properly understand, evaluate, and respond to it. We will only use Personal Information provided in a verifiable consumer request to verify the requestor’s identity or authority to make the request.

To exercise your rights, please contact us as stated in the “Contact Information” section of this Privacy Notice. If you are a current or former California Saia employee, please reference our Saia California Employee Privacy Policy.

HOW WE PROTECT PERSONAL INFORMATION

No method of transmission over the Internet, or method of electronic storage, is fully secure. While we use reasonable efforts designed to protect your Personal Information from unauthorized access, use, or disclosure, we cannot guarantee the security of your Personal Information. In the event that we are required by law to inform you of any unauthorized access to your Personal Information we may notify you electronically, in writing, or by telephone, if permitted to do so by law.

Some of our Sites permit you to create an account. When you do you will be prompted to create a password. You are responsible for maintaining the confidentiality of your password, and you are responsible for any access to or use of your account by someone else that has obtained your password, whether or not such access or use has been authorized by you. You should notify us of any unauthorized use of your password or account.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION

Saia will retain your Personal Information only for as long as it is necessary to fulfill the above-mentioned purposes, or as required to comply with applicable legal requirements. As for recruitment and pre-employment screening activities, we may need to keep the Personal Information longer because of a legal action, or an investigation involving Saia.

OTHE IMPORTANT INFORMATION

The following additional information relates to our privacy practices:

Transmission of Information to Other Countries

We may transmit information between and among our affiliates and to service providers. As a result, your Personal Information may be processed in a foreign country where privacy laws may be less stringent than the laws in your country. Nonetheless, where possible we take steps to treat Personal Information using the same privacy principles that apply pursuant to the law of the country in which we first received your Personal Information. If you would like more information concerning our measures to apply the privacy principles applicable in one jurisdiction to data when it goes to another jurisdiction, you can contact us using the contact information below.

Children's Privacy

This Site is not intended for children under 16 years of age. We do not knowingly collect Personal Information from children under 16. We do not knowingly sell or share the Personal Information of minors under the age of 16.

Changes to This Privacy Notice

We may change our Privacy Notice and practices over time. To the extent that our policy changes in a material way, the policy that was in place at the time that you submitted Personal Information to us will generally govern that information unless we receive your consent to the new Privacy Notice. This Privacy Notice includes an "effective" and "last updated" date. The effective date refers to the date that the current version took effect. The last updated date refers to the date that the current version was last substantively modified.

Links to Other Websites

This Site contains links and references to other websites administered by unaffiliated third parties. This Privacy Notice does not apply to such third party websites. When you click a link to visit a third party website, you will be subject to that website's privacy practices. We encourage you to familiarize yourself with the privacy and security practices of any linked third party websites before providing any Personal Information on those websites.

CONTACT INFORMATION

If you have any questions, comments, or complaints concerning our privacy practices, please contact us at the appropriate address below. We will attempt to respond to your requests and to provide you with additional privacy-related information.

Saia Inc.

Address: 11465 Johns Creek Parkway, Johns Creek, GA 30097

Email: customerservice@saia.com

Phone: 1-800-765-7242

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